INFORMATIONAL LETTER NO. 2167-MC-FFS

DATE: September 15, 2020

TO: All Iowa Medicaid Providers

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid
                        Enterprise (IME)

RE: Submission Process for Electronic Funds Transfer (EFT)
                        Change Request

EFFECTIVE: Immediately

Effective immediately, all EFT change requests must be submitted via a secure upload using the Iowa Medicaid Portal Access system (IMPA) system, rather than by fax or email. This will make the submission process more secure and efficient.

In order to use this process, you must be a registered user in the IMPA system. If you are not a registered user in IMPA, please follow the instructions below to register for a new account.

To Register for IMPA:
1. Go to: https://secureapp.dhs.state.ia.us/impa/Default.aspx
2. Click on the "Register New Account" link at the top of the page
3. Complete the registration form. Your password must be at least eight characters and include one uppercase character, one lowercase character, one digit, and one special character (!@#$%^&+=). Enter the verification words and click the "Create" link
4. When you receive the "Congratulations" message, click "OK"

To Upload Documents:

1. Log into IMPA. When you login for the first time, you will be required to answer three security questions before proceeding.
2. Under the main menu, hover over File>Upload File> click on-Document to IME
3. In the Document Types drop down menu, select "Provider EFT"

4. Follow the instructions on the screen in the blue box. Once you have logged into IMPA, you will find two (2) options:
   - If you already have the EFT form and your voided check or bank letter as **one PDF** you can bypass the "Merge and Open PDF" step and go directly to the "Select" button. Select the document on your PC, next click the Upload button, your uploaded document will appear in the history table and has been sent to IME Provider Enrollment for processing.
   - If you do not already have the EFT form and your voided check or bank letter merged as one document follow the steps on the screen to merge into one PDF. Note all of your documents must be saved in a location on your local PC. After the documents are merged and saved to your local PC, you are ready to upload.
5. Click the "Select" button to open the saved merged document.
6. Click the "Upload" button to send the document to the IME.

This process can only be used for the submission of an **EFT change**. The initial EFT request must be submitted with the enrollment application packet during initial enrollment.

When using this process, please use the following practices to ensure your EFT is received as intended:

- The EFT form can be found on the IMPA landing page under featured functionality. This will be the most up-to-date version; submission of an outdated version will slow down the process.
- When the document is uploaded to the IME, you will see the history of uploaded documents on your screen in a table.
- Document size is limited to 20 MBs.

All EFT changes are verified prior to processing. Any non-EFT documents submitted through this process will be discarded and will not reach the intended destination.

If you have questions, or need help submitting your organization's EFT form, please contact the Iowa Medicaid Provider Services Unit at imeproviderservices@dhs.state.ia.us.